

CANNON BUILDING 861 SILVER LAKE BLVD., SUITE 203 DOVER, DELAWARE 19904-2467

STATE OF DELAWARE DEPARTMENT OF STATE DIVISION OF PROFESSIONAL REGULATION BOARD OF PHARMACY

TELEPHONE: (302) 744-4500
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PHARMACIST-IN-CHARGE SELF-INSPECTION REPORT INSTRUCTIONS

Purpose of Self-Inspection Report

The Pharmacist-in-Charge (PIC) and all pharmacists on duty are responsible for ensuring that their pharmacies comply with all state and federal laws governing pharmacy practice. The primary purpose of this form is to guide you through a self-inspection that will help you identify and correct areas of non-compliance with state and federal law. Board inspectors will also use the completed form to evaluate the pharmacy's level of compliance.

When a Board inspector identifies an area of deficiency, he or she may issue a Deficiency Notice. The PIC is required to respond in writing. Identifying and correcting an area of non-compliance before the Board inspection can eliminate the Deficiency Notice. Note that neither the self-inspection nor Board inspection evaluates your compliance with <u>all</u> the laws and rules of the practice of pharmacy.

When conducting your self-inspection, it is important to take the time to review the relevant sections of law and regulations and then to personally verify that your pharmacy is in compliance. Avoid assuming that your pharmacy is compliant even if "that's the way it has been for years." Note that not having (or not being able to readily retrieve) required documents and records is a common deficiency cited during unannounced inspections. Maintain all such documents in a well-organized manner, such as a binder, and accurately describe the location(s) of the required documents on your *Self-Inspection Report*, If the required documents are readily available to the inspectors, even when you are not present during the inspection, you can reduce your chance of receiving a Deficiency Notice in this area.

If you have questions during your self-inspection, you may contact an inspector by emailing <u>customerservice.dpr@state.de.us</u> or call (302) 744-4500.

When to Complete Self-Inspection Report

The PIC of a Delaware-licensed community pharmacy must complete this Pharmacist-in-Charge Self-Inspection Report.

- within 30 days of your first being designated as PIC, and
- by February 1 of each year while you continue as the PIC.

Section 3.1.2.7 of the Board's <u>Rules and Regulations</u> describes this requirement. Failure to complete the *Pharmacist-in-Charge Self-Inspection Report* when required, as explained above, may result in disciplinary action.

Completing and Retaining the Report

 Complete all items on the self-inspection report form. All items are required unless the item states otherwise. The form provided online is fillable and saveable on your computer. However, it is suggested that you print out the form complete it by hand as you inspect the various aspects of your pharmacy. If you wish, you may then transcribe your response to the fillable form. Carefully confirm whether or not you are compliant and mark the appropriate box to the right of each item. The correct answer to some questions may be "no". Do not mark an item "yes" unless the answer is "yes."
Review the report with your staff pharmacists, technicians and interns.
Correct any deficiencies noted. Explain what corrective measures you took and note the date of correction next to the appropriate question.
 Sign the completed report form. If you completed the form on your computer, you must print it out and sign it.
Retain the completed and signed printout of the form on-site at the pharmacy so that it is immediately available for inspection at al times, even if you are not present when an unannounced inspection occurs.

Retaining a copy of the completed form on your computer is not sufficient.

Do not mail the completed form to the Pharmacy Board office.



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РΗ	ARMACY INFORMATI	ION							
1.	Name of Pharmacy (a	as shown on license):							
2.	Delaware Pharmacy I	Delaware Pharmacy License Number: A3 Controlled Substances Registration PH							
3.	DEA Registration #: _								
4.	Location Address: _								
			S	treet (<u>No</u> P	O Boxes)				
		City			State		Zip		
5.	Phone:	Fax:	Er	nail:					
6.	Enter hours of	Р	HARMACY DE	PARTME	NT HOURS	STORE HOUR	S		
	operation:		AM		PM	AM	_		PM
	•	Saturday	AM	to	PM	AM	to		PM
		Sunday _	AM	to	PM	AM	to		
		Holidays	AM	to	PM	AM	to		PM
PH	ARMACY PERSONNE	L INFORMATION							
7.	PIC Name (as shown of	on license):			Delawar	e Pharmacist Lice	ense No	A1	
8.	Enter date (month/day	/year) that you became	PIC for this pha	ırmacy:					
_									
9.	List all other registered pharmacists who will be dispensing at the Pharmacy.		е	!	FULL NAME			ENSE NU	
						-			
							41		
10	List all support paragr	anal including pharmacy							
10.		nnel including pharmacy by interns, and pharmacy			FULL NAME		CERT	IFICATE	NUMBER
	students and any certificate number, if available.								

PHARMACY PERSONNEL INFORMATION, Continued

11.	Answer the following questions about supportive personnel. If ye	our inspection	found non-compliance,	enter the corrective action
	taken and date of the corrective action in the last column.			

INSPECTION QUESTION	CORRECTIVE ACTION/DATE
Are all supportive personnel under immediate supervision of a pharmacist? (24 Del. C.§2507)? Yes No	
Do the pharmacy technicians perform only tasks permitted by Section 19.2 of the Pharmacy Rules and Regulations? Yes No	
Is the schedule for technical support available during all pharmacy operation hours as described by Section 3.8 of the Pharmacy Rules and Regulations? Yes No	

RECORDS, REFERENCE MATERIALS AND OTHER DOCUMENTS

12. List where each of the following items is located inside the pharmacy. Be as specific as possible.

RECORD	LOCATION
Current Delaware laws, regulations and alerts (if not electronic):	
PIC Self-Inspection Reports for last three years	
Current written biennial controlled substance inventory	
Schedule II-V invoices for last three years	
Completed CII order forms (DEA form 222) for last three years	
Current CPR cards and immunization certification documents	
Support personnel training manual and documentation of training	

13. Answer the following questions about reference materials. If your inspection found non-compliance, enter the corrective action taken and date of the corrective action in the last column.

INSPECTION QUESTION	CORRECTIVE ACTION/DATE
Are reference materials current and available in either hard copy or electronic form ? Yes No	
Do the reference materials include all of the following as required by the sections of the Pharmacy Rules and Regulations shown?	
 Provide information on the therapeutic use, dosing, pharmacology, adverse effects, and interactions of drugs dispensed to patient (Section 3.3.2.1)? Yes	
 Provide information helpful in the counseling of patients on the use of drugs dispensed (Section 3.3.2.2)? Yes No 	
 Enable the pharmacist to properly compound medicines within accepted standards of pharmacy practice (Section 3.3.2.3)? Yes ☐ No ☐ 	
 Include a list of therapeutic equivalents for drugs dispensed (Section 3.3.2.4)? Yes ☐ No ☐ 	
 Include current Delaware and federal laws and regulations governing pharmacy and controlled substances (Section 3.3.2.5)? Yes No 	
 Provide any other information necessary to the safe and effective practice of pharmacy for the specific practice setting (Section 3.3.2.6)? Yes No 	

PHARMACY POLICIES & PROCEDURES

14. In addition to location, list policy number and page where each of the following is found.

POLICY/PROCEDURE	LOCATION	POLICY NUMBER & PAGE
Dispensing of pharmaceuticals		
Policy for monitoring & removing recalled, outdated drugs		
Automated dispensing systems		
Delegation for authority when PIC not available		
Compounding		
Vaccinations		
Quality assurance		
Long term care		

LICENSES & PERMITS

15. Respond to each of these questions about licenses and permits. If your inspection found non-compliance, enter the corrective action taken and date of the corrective action in the last column.

INSPECTION QUESTION	CORRECTIVE ACTION/DATE
Have you verified that all wholesalers from which you purchase medication are registered in Delaware? Yes No Enter names and registration numbers of primary and secondary wholesalers: Primary:	
Are all pharmacists, technicians and interns aware that they should report arrests, convictions and suspected and known violations to the Board? Yes No	
Are each of the following items posted, displayed or plainly visible? • Current Federal and State Registrations/permits? Yes □ No □ • Current licenses of the pharmacists that practice at this location? Yes □ No □ • Sign with the name of pharmacist on duty and name of the PIC? Yes □ No □ • Sign stating that medication errors may be reported to Board of Pharmacy? Yes □ No □ Sign stating that patient can request lot and expiration date of medication at the time Rx is filled? Yes □ No □	

PHYSICAL FACILITIES Section 3.4 of the Pharmacy Rules and Regulations

16. Respond to each of these questions about the pharmacy facility. If your inspection found non-compliance, enter the corrective action taken and date of the corrective action in the last column.

INSPECTION QUESTION	CORRECTIVE ACTION/DATE
Does the pharmacy have sufficient size, space, sanitation, and environmental control for adequate distribution, dispensing, and storage of drugs and devices including sink with hot and cold water, shelves, refrigerator/freezer, narcotic cabinets and safes and counter areas which are adequate to avoid crowding? Yes \(\sigma\) No \(\sigma\)	
Is temperature monitored and maintained (keep logs for refrigerator and freezer)? ■ Room temp maintained at (59°-86°F) Yes □ No □ ■ Refrigerator temperature maintained (36°-46°F) Yes □ No □ ■ Freezer temperature maintained at (-13°-14°F) Yes □ No □	
Is the pharmacy area, kept clean and free of clutter (including refrigerator, sink, counting trays, automated dispensing machines, floors, etc)? Yes No	
Does pharmacy have all the required equipment and is the equipment in good working order? Yes No	
Is there adequate key control (24 <i>Del. C.</i> §2533)? Is the key in possession of the pharmacist only? Yes No Service No Service No No Service No Service No No No Service No	
Do the building standards and security meet the requirements of Sections 3.5 and 3.6 of the Pharmacy Rules and Regulations? ■ Is a minimum of nine square feet partitioned area available for counseling? Yes □ No □ ■ Is the counseling area set apart by 5-foot dividers on two sides? Yes □ No □ ■ When prescription department and store hours are different, is a floor-to-ceiling physical barrier used? Yes □ No □ ■ Is the "No professional services rendered" sign posted when the prescription department is closed? Yes □ No □ ■ Are filled prescriptions stored only in the department or a secured storage area? Yes □ No □	

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Who performs the data entry (Rx, profile)? R.Ph. Support Personnel

Are profiles kept for at least one year from date of last entry in profile? **Yes** \square **No** \square

PATIENT COUNSELING Section 5.2 of the Pharmacy Rules and Regulations 17. Respond to each of these questions about patient counseling. If your inspection found non-compliance, enter the corrective action taken and date of the corrective action in the last column. CORRECTIVE **INSPECTION QUESTION ACTION/DATE** How is a new prescription identified as requiring counseling for new and refill? Is a patient's refusal/acceptance of counseling documented? Yes
No Describe type of record kept: Does the record indicate who made the offer to counsel? **Yes** No Does the record indicate who counseled the patient? Yes \(\subseteq \text{No} \subseteq \) Is written information also provided? Yes \(\Bar{\cup} \) No \(\Bar{\cup} \) Is counseling conducted in a confidential manner? Yes \Boxed\$ No \Boxed\$ Are the following included with all prescriptions that are delivered to the patient? Written information about the prescription? Yes \(\backslash No \(\Backslash Phone number and hours that a pharmacist is available to answer questions? Yes

No COMPOUNDING PHARMACY Section 5.1.6 of the Pharmacy Rules and Regulations 18. Respond to each of these questions about patient counseling. If your inspection found non-compliance, enter the corrective action taken and date of the corrective action in the last column. CORRECTIVE **INSPECTION QUESTION ACTION/DATE** Is all compounding (including reconstituting antibiotics) performed only by the R.Ph.? Yes Do to If no, is a log maintained showing the identity of the compounding person? Yes \(\square\) No \(\square\) If compounding is done by support personnel, does R.Ph. check each step? Yes \(\square\) No \(\square\) Is the pharmacy performing sterile compounding? Yes \(\square\) No \(\square\) **REPACKING PHARMACY Section 6.3 of the Pharmacy Rules and Regulations** 19. Respond to each of these questions about repacking. If your inspection found non-compliance, enter the corrective action taken and date of the corrective action in the last column. **CORRECTIVE INSPECTION QUESTION ACTION/DATE** Is the pharmacy performing re-packing? Yes No If no, skip to PATIENT PROFILES section. When repackaging is done, does the log show date repacked, control number, expiration date, name and strength of drug, person who prepared it? Yes 🔲 No 🗌 If not repacked by an R.Ph., is there notation of the pharmacist's check? **Yes** No PATIENT PROFILES Section 5.1.10 of the Pharmacy Rules and Regulations 20. Answer each of these questions about patient profiles. If your inspection found non-compliance, enter the corrective action taken and date of the corrective action in the last column. CORRECTIVE INSPECTION QUESTION **ACTION/DATE** What type of profile do you use?
Manual ☐ Computerized Are profiles checked prior to dispensing new and refill prescriptions? Yes Do No If no, explain when profiles are checked: Check what you record on profile: Refills Prescriptions Only Both Refills and Prescription

PATIENT PROFILES, Continued

	INSPECTION QUESTION	CORRECTIVE ACTION/DATE
	Do profiles include all of this information:	
	 Patient last and first name, address, phone number Yes No Patient age or DOB Yes No 	
	Prescriber's name and, for controlled substances, DEA # Yes No	
	 Original dispense date, prescription number, number of refills Yes No 	
	 Documentation of patient's refusal or acceptance of counseling Yes No 	
	 Allergy information and chronic diseases Yes No 	
	 If the answer to allerigies and/or chronic diseases is "none," is "none" shown on the patient profile? Yes No 	
	 Documentation of any information that the patient refused to provide Yes No 	
	Initials of dispensing pharmacist Yes	
	Pharmacist comments related to OTC use? Yes	
	OMATED DATA PROCESSING SYSTEM (ADPS) Section 5.1.12 of the Pharmacy Rules and Reg	
	Answer each of these questions about data processing. If your inspection found non-compliance, entended and date of the corrective action in the last column.	
	INSPECTION QUESTION	CORRECTIVE ACTION/DATE
	Who is authorized to enter the ADPS?	
	What is the method of entry for each authorized person (e.g., individual access code, general access code)?	
	Would another pharmacist or support person be able to enter prescription? Yes No	
	If there is a general access code, can the person who entered the data be identified? Yes \(\subseteq \text{No} \subseteq \)	
	Is computer used for other store functions? Yes \[\] No \[\]	
	Does data entry of patient profiles comply with regulation? Yes No	
	Does data entry of prescription information comply with regulation? Yes \(\subseteq \text{No} \subseteq \)	
	Does data entered identify the responsible pharmacist(s) for each step in the dispensing process? Yes No	
	Does data entered remain online for at least one year from last entry? Yes No	
	Is data entered from one through three years ago available within five days? Yes No	
	If pharmacy records of the distribution, receipt, and dispensing of controlled substances are maintained centrally, is a copy of the letter notifying the DEA available? Yes No	
A 1 1 1 1 1		
	ILIARY RECORD-KEEPING SYSTEM Section 5.1.12.5 of the Pharmacy Rules and Regulations	
	Answer each of these questions about auxiliary record-keeping systems. If your inspection found nor corrective action taken and date of the corrective action in the last column.	n-compliance, enter the
	INSPECTION QUESTION	CORRECTIVE ACTION/DATE
	Is an auxiliary record-keeping system available if ADP is inoperative? Yes No	
	Does the auxiliary record-keeping system ensure that all renewals are authorized? Yes 🔲 No 🗌	
	Does the auxiliary record-keeping system give you the ability to enter prescriptions dispensed and renewed while the ADP is down? Yes No	
CON	TAINERS	
	Answer each of these questions about containers. If your inspection found non-compliance, enter the date of the corrective action in the last column.	
	INSPECTION QUESTION	CORRECTIVE ACTION/DATE
	Are medications dispensed in containers which comply with USP requirements? Yes No	
	Are child-resistant containers used? Yes No	
	Is permission to use regular containers (no safety cap) documented? Yes No	
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LABELING <u>24 Del C. §2522</u>

INSPECTION QUESTION	CORRECTIVE ACTION/DATE
Do prescription labels show all of the following? Prescription number Yes No Patient name Yes No Specific directions (no "as directed" prescriptions) Yes No Drug name & strength Yes No Prescriber name Yes No Date of dispensing Yes No Appropriate auxiliary labels Yes No Name and address of dispensing pharmacy Yes No	
PY EXCHANGE PHARMACY Section 5.1.11 of the Pharmacy Rules and Regulations	
Answer this question about copy exchange. If your inspection found non-compliance, enter the correct the corrective action in the last column.	tive action taken and da
INSPECTION QUESTION	CORRECTIVE ACTION/DATE
Do copy prescriptions received and given contain necessary information? Yes \(\Bar{\cup} \) No \(\Bar{\cup} \)	
UNIZATIONS Section 14.0 of the Pharmacy Rules and Regulations	
Answer this question about immunizations administered at the pharmacy. If your inspection found non corrective action taken and date of the corrective action in the last column.	-compliance, enter the
INSPECTION QUESTION	CORRECTIVE ACTION/DATE
Is the pharmacy doing immunizations? Yes No If no, skip to the DISPENSING PHARMACY section.	
Is there proof available onsite that each immunizing pharmacist meets the educational requirements, including current CPR certification, two hours of continuing education on immunization and completed certification of immunization? Yes No	
Is there a Policy and Procedure manual on immunization? Yes No	
Are prescriptions or the physician-approved protocol current and available for inspection? Yes No	
Are all immunization patients counseled and given written information? Yes No	
Is a signed copy of patient immunization consent forms retained? Yes \(\square\) No \(\square\)	
Does documentation of each injection include all of the following? ■ Patient name, address, phone number Yes □ No □ ■ Patient DOB and gender Yes □ No □ ■ Name of medication administered, lot and expiration date Yes □ No □ ■ Administration site, dose, date of order and date of administration Yes □ No □ ■ Prescriber name Yes □ No □	
Name of pharmacist administering the injection Yes	
Is all documentation retained for at least three years? Yes No	
Is documentation of vaccinations reported to the Division of Public Health Immunization Registry? Yes No	
PENSING PHARMACY Section 5.0 of the Pharmacy Rules and Regulations	
Answer these questions about dispensing. If your inspection found non-compliance, enter the corrective action in the last column.	ve action taken and date
INSPECTION QUESTION	CORRECTIVE ACTION/DATE
Are automatic counting devices used in the pharmacy? Yes	AUTOMORIE

DISPENSING PHARMACY, Continued

INSPECTION QUESTION	CORRECTIVE ACTION/DATE
Are all prescriptions maintained for a period of three years? Yes No	
When a generic drug is dispensed, is the manufacturer or distributor noted on the original prescription and the label? Yes \(\subseteq \) No \(\subseteq \)	
Are the initials of the filling/refilling pharmacist noted on the prescription and/or computer record? Yes No	

CONTROLLED SUBSTANCES 21 CFR 1300-1306

28. Answer these questions about controlled substances. If your inspection found non-compliance, enter the corrective action taken and date of the corrective action in the last column.

INSPECTION QUESTION	CORRECTIVE ACTION/DATE
Are U.S. Official Order Form-Schedule II (DEA Form 222) (21 CFR 1305) and un-negotiated forms secure? Yes No	
Are the DEA Form 222s properly executed and retained for at least two years (21 CFR 1305.12)? Yes No	
Regarding invoices of controlled substances (21 CFR 1304.04 f 1, 2):	
■ Are Schedule II order forms and invoices filed separately? Yes □ No □	
 Are Schedule III – V invoices signed and dated upon receipt and filed separately from other invoices? Yes ☐ No ☐ 	
Are all invoices retained for at least two years? Yes	
Regarding controlled substances that are returned for disposal (21 CFR 1307.21):	
 Are the drugs returned for disposal via the reverse distributor? Yes No 	
Are DEA Form 41 filed properly and retained for two years? Yes	
Has there been any loss of controlled substances since the last review? Yes \(\subseteq \text{No} \subseteq \text{If yes, did} \) you complete and submit a report of theft/loss of controlled substances to the Board and DEA (21 CFR \(\frac{1301.76(b)}{21} \)? Yes \(\subseteq \text{No} \subseteq \)	
Was a biennial inventory of controlled substances completed (21 CFR 1304.11c)? Yes No Date completed:	
Did the Pharmacist-in-Charge (PIC) change after the last self-inspection? Yes No If yes, answer these questions: • PIC Start Date	
Was the Pharmacy Board notified about the PIC change within ten days and was a copy of the notification retained onsite? Yes No	
 Did the departing and incoming PICs do a complete inventory of controlled substances, submit it to the Office of Controlled Substances and retain a copy onsite? Yes No 	
Do prescriptions for controlled substances contain each of the following:	
Patient name and address Yes	
Prescriber's name, address, phone number, and DEA # Yes	
Date of issue Yes No	
 Drug name, strength and quantity Yes No Specific directions Yes No 	
Does the prescriber verify and authorize all verbal prescriptions for controlled substances? Yes No	
Regarding Schedule II prescriptions:	
Filled separately from other prescriptions Yes No	
 Filled within seven days of issue in a quantity of not more than 100 or a 31-day supply, whichever is greater Yes No 	
Properly cancelled and signed by the filling pharmacist Yes	
Not partially filled unless noted on the prescription that the patient is in a long-term care	
facility ("LTCF") or is "terminally ill" and not exceeding 60 days from issue? Yes No	
 Listed in a perpetual inventory to audit on-hand quantities for accuracy? (Not a requirement) Yes No 	

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CON	NTROLLED SU	IBSTANCES, Co	ntinued							
	INSPECTION QUESTION						CORRECTIVE ACTION/DATE			
	Regarding em Is th Yes									
	● Is th									
	 Is the written prescription from the prescriber received within seven days and attached to the oral prescription? Yes ☐ No ☐ 									
	Are Schedule III prescriptions filled within seven days of issue? Yes No									
	Are Schedule III-V prescriptions refilled more than five times or six months after issue? Yes									
	Is the verification of person picking up controlled substances documented? Yes No									
	Are OTC sales of pseudoephedrine products recorded in the log book? Yes No									
	Is this pharmacy distributing controlled substances to other registrants including pharmacies, hospitals and practitioners? Yes No If yes,									
	Are the Schedule II controlled substances distributed via DEA Form 222? Yes									
CON				ances distributed	i via irivoice? Tes _	_ NO □				
CONTROLLED SUBSTANCES AUDIT 20. Complete a controlled substances audit for two drugs as directed by the Roard. If a discrepancy is greater than 2%, you must										
29. Complete a controlled substances audit for two drugs as directed by the Board. If a discrepancy is greater than 3%, you must submit a report to the Board within 30 days with an explanation.										
	DATE OF DRUG AUDIT:									
NAMES OF LAST DRUGS AUDITED INVENTOR		LAST INVENTORY	PURCHASES SINCE INVENTORY	SALES SINCE INVENTORY	CALCULATED QUANTITY (add Inventory and Purchases, then subtract Sales)	CURRENT INVENTORY	DISCREPANCY (subtract Current Inventory from Calculated Quantity)	% (divide Discrepancy by Calculated Quantity, then multiply by 100)		
	Sample	300	700	600	400	350	50	12.5%		
CERTIFICATION Delaware law holds the pharmacist-in-charge responsible for ensuring pharmacy compliance with all state and federal laws governing the practice of pharmacy. Failure to do so could result in fines and/or actions against the pharmacy and/or										
pha	rmacist licens	e.				_				
verif	ication by the E	Board of Pharmac	y and/or the Off	ice of Narcotics	harmacist license # acist-in-charge. I u & Dangerous Drug to the best of my k	s. I further state	under penalty of	rtify that I have subject to perjury that the		
Sig	nature of Ph	armacist-in-Ch	arge:				Date:			